GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

STARRED QUESTION NO:201
ANSWERED ON:06.08.2001
LATE DELIVERY OF MONEY ORDERS
M. CHINNASAMY;SULTAN SALAHUDDIN OWAISI

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether there has been substantial increase in the complaints relating to mis-appropriation and late delivery of money orders;

(b) if so, the total number of such complaints received during the last three years;

(c) whether there has been no reduction in number of complaints inspite of various steps taken by the Government;

(d) if so, whether the Government propose to set up some new very small Aperture terminals and extended satellite money order stations to cover the entire money order system by Satellite;

(e) if so, the details thereof and the time by which these stations are likely to be set up; and

(f) the other steps being considered by the Government to minimize the money orders related complaints?

Answer

THE MINISTER OF COMMUNICATIONS (SHRI RAM VILAS PASWAN)

(a) to (f): A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (f) OF LOK SABHA STA QUESTION NO. 201 FOR 6th AUGUST, 2001 REGARDING LATE DELIVERY OF MONEY ORDERS

There has been no substantial increase in number of complaints relating to delay in payment of money orders. But there has been a decline in complaints relating to misappropriation of money orders during the last three years as would be clear from the following data:-

Year	Total No.of M.O. complaints	Total number of Complaints about delays in payment of money orders	Total Number of Complaints about misappropriation
1998-99	388091	109463(28%)	451(0.11%)
1999-2000	422408	101932(24%)	369(0.08%)
2000-2001	426231	109914(26%)	214(0.05%)

If there has not been a substantial decline in the number of complaints received pertaining to delay in payment of money orders, it is partially due to the fact that only about 12% of the money order traffic is being transmitted annually via satellite through 77 low speed VSATs. The Department is in the process of installing 150 high speed VSATs with a network of 943 extended satellite stations which would enable it to put the entire money order traffic to be transmitted via satellite. This would also enable intimation of payment being given to the remitter after obtaining it electronically through the VSAT network which would enhance level of customer satisfaction and bring down complaints for delay in payment of money orders. The network is likely to be commissioned by 30th September, 2001.

A number of steps have been taken recently to reduce the delays relating to payment of money orders. These are as follows:-

(i) Line limit for conveyance of cash for payment of money orders specially in rural areas has been increased substantially.

(ii) Instructions have been issued to use mechanical transport for quick supply of cash to post offices.

(iii) Periodic drives are launched with reference to identified geographical areas where delay in payment of money orders is noticed to remove the bottlenecks.

(iv) Stringent actions are taken against defaulting officials.